

GTA Board of Directors

June 5, 2014

Our Strategic Vision

- A transparent, integrated enterprise where technology decisions are made with the citizen in mind

Our Mission

- To provide technology leadership to the state of Georgia for sound IT enterprise management



Agenda

- **Welcome**
- **Executive Director's Report**
 - **Financial Update**
 - **IT Transformation and Performance Update**
 - **Enterprise Governance and Planning**
 - Georgia Enterprise IT Strategic Plan 2020
 - **Executive Session: Security**
- **Closing and Adjournment**

Financial Update

Joe Webb

GTA Deputy Executive Director

Financial Summary

- **State revenues continue to improve – 4.7% higher through April**
- **Data Sales revenues in line with FY 2014 forecast; up 1.5% - \$33.5M**
- **Continued success in improving invoice collections:**
 - FY14 YTD (July – April) Accounts Receivable turnover : 51 days average
 - \$6M improvement in cash collections vs. FY13 thru April
- **GTA operating reserve balance FY2014**
 - Projected FY14 ending reserve balance of: \$29M
- **FY04 – FY09 federal liability currently under negotiation with the U.S. Department of Health and Human Services Division of Cost Allocation**

GTA Financial Performance – FY2014

REVENUES:	Budget	Variance	Projection
State Appropriated Funds			
GTA Administrative Fees	\$15,206,962	\$80,380	\$15,287,342
GETS Revenues	\$202,533,497	(\$4,996,797)	\$197,536,700
Data and Retained Services Revenues	\$43,828,620	(\$299,825)	\$43,528,795
TOTAL REVENUES:	\$261,569,079	(\$5,216,242)	\$256,352,837
EXPENSES:			
Personal Services	\$24,568,088	(\$1,055,597)	\$23,512,491
GTA Operations	\$28,636,850	\$327,142	\$28,963,992
GETS Contracts	\$202,533,497	(\$6,303,948)	\$196,229,549
TOTAL EXPENSES:	\$255,738,435	(\$7,032,403)	\$248,706,032
Budget Basis Surplus/(Deficit)	\$5,830,644	\$1,816,161	\$7,646,805
Non-Budgeted Transfers	\$0	\$0	\$0
Net Income/(Loss)	\$5,830,644	\$1,816,161	\$7,646,805
Authorized Positions	181		181

GTA Budget Summary – FY2015

REVENUES:	<u>FY14 Budget</u>	<u>FY15 Budget</u>
State Appropriated Funds	\$0	\$0
GTA Administrative Fees	\$15,206,962	\$15,865,203
IBM Infrastructure Revenues	\$135,431,873	\$145,227,311
AT&T MNS Revenues	\$67,101,624	\$59,776,272
Revenue from Sales of Data	\$32,990,753	\$32,300,000
Revenues From Retained Services	\$10,837,867	\$10,146,574
TOTAL REVENUES:	<u><u>\$261,569,079</u></u>	<u><u>\$263,315,359</u></u>
EXPENSES:		
Personal Services	\$24,568,089	\$25,080,846
Regular Operating Expense	\$1,527,030	\$1,860,103
IT Supplies & Software Expense	\$13,902,391	\$15,528,206
Rent	\$1,779,621	\$1,703,415
Telecommunications	\$2,848,725	\$2,928,568
Contracts	\$209,053,849	\$206,794,284
Transfers	\$2,058,730	\$2,100,000
TOTAL EXPENSES:	<u><u>\$255,738,435</u></u>	<u><u>\$255,995,422</u></u>
Operating Budget Basis Surplus/(Deficit)	<u><u>\$5,830,644</u></u>	<u><u>\$7,319,937</u></u>
Non-Budgeted Transfers	\$0	\$0
Non-Operating one-time expenses	<u><u>\$0</u></u>	<u><u>\$6,886,000</u></u>
Net Income/(Loss)	<u><u>\$5,830,644</u></u>	<u><u>\$433,937</u></u>

IT Transformation and Performance Update

Dean Johnson
GTA Chief Operating Officer

Infrastructure Transformation

- **The goal remains unchanged:** Close as much of the Transformation Program in 2014 as possible
 - Email Migration: June 2014 (on target)
 - Windows 7 Migration: August 2014 (on target)
 - Files Services Migration: December 2014 (on target for end-of-year deadline)
 - Server Consolidation (SCON):
 - Phase 1: 2 of 4 agencies have completed production cut-over
2 of 4 agencies pending migration – target date 3Q14
 - Phase 2: Initial meetings held with all agencies
Working with agencies to agree to project timeline by June 30, 2014
 - New planned completion date – end of July 2015
- **Governance to Manage to the Goal:**
 - Daily War Room Issues Management used effectively during the last quarter

Milestones Achieved to Date

- ✓ Successfully completed second production cut-over for DCH (Community Health) – March 21 as part of SCON Phase I
- ✓ Successfully completed production cut-over for DNR (Natural Resources) – May 2 as part of SCON Phase I
- ✓ UAT Testing is continuing for DBHDD (Behavioral Health) and GBI
- ✓ Planning for SCON Phase II with the agencies continued, along with detailed staffing discussions with IBM
- ✓ Finalized Windows 7 plans and War Room approach for remaining agencies; net result – Windows 7 program has achieved enterprise targets in May

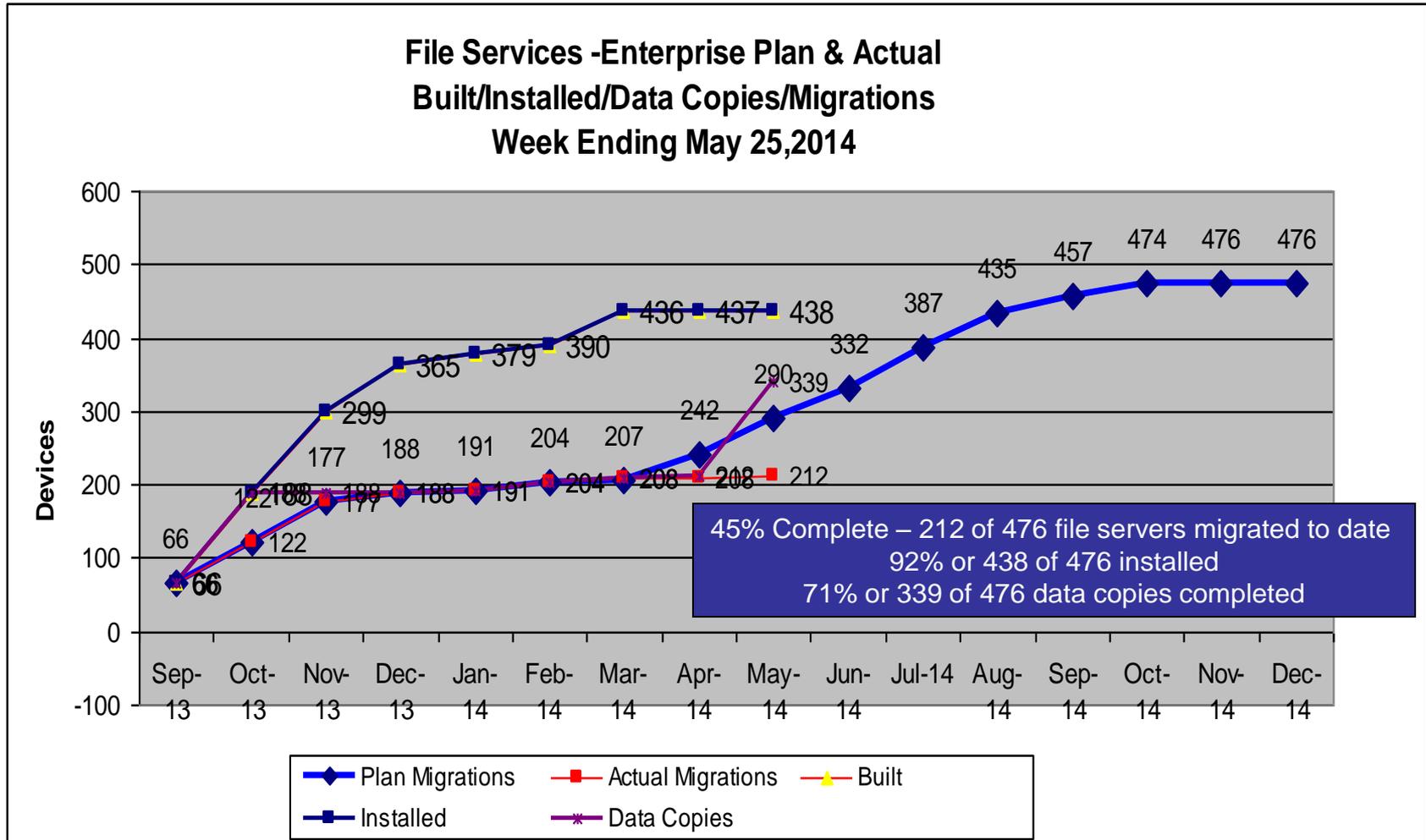
Transformation - Overall Program Status

<u>Program</u>	<u>March Status</u>	<u>April Status</u>	<u>May Status</u>	<u>August Plan</u>
– Exchange AD	Complete	Complete	Complete	Complete
– Exchange Email	Complete	Complete	Complete	Complete
– Malware Server	Complete	Complete	Complete	Complete
– Desktop Antivirus	Complete	Complete	Complete	Complete
– Print Services	99.5%	Complete	Complete	Complete
– PKI	not reported	Complete	Complete	Complete
– Novell AD /Email	12.5%/31.0%	39.0%/54.0%	46.0%/92.0%	65%/Complete
– SCON	21.4%	23.7%*	26.5%	28.0%**
– File Services	40.2%	44.0%	45.0%	65.0%
– Windows 7	N/A	51.0%	61.0%	Complete

*Cut-over for DNR on 5/2 adds 2.8%.

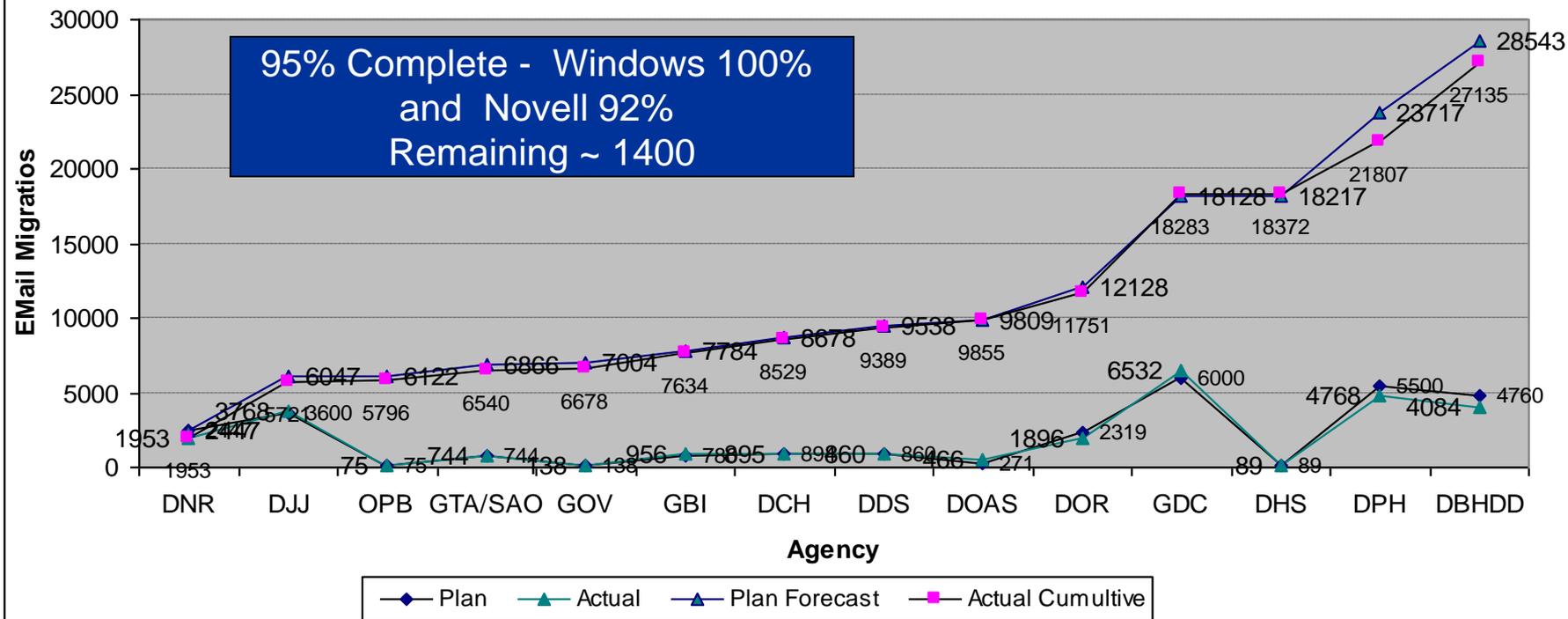
** Cut-overs for GBI & DBHDD add 10.7% in September for a total of 38.7%

File Services Enterprise - Plan vs. Actual



Email Migrations – Agency Plan vs. Actual

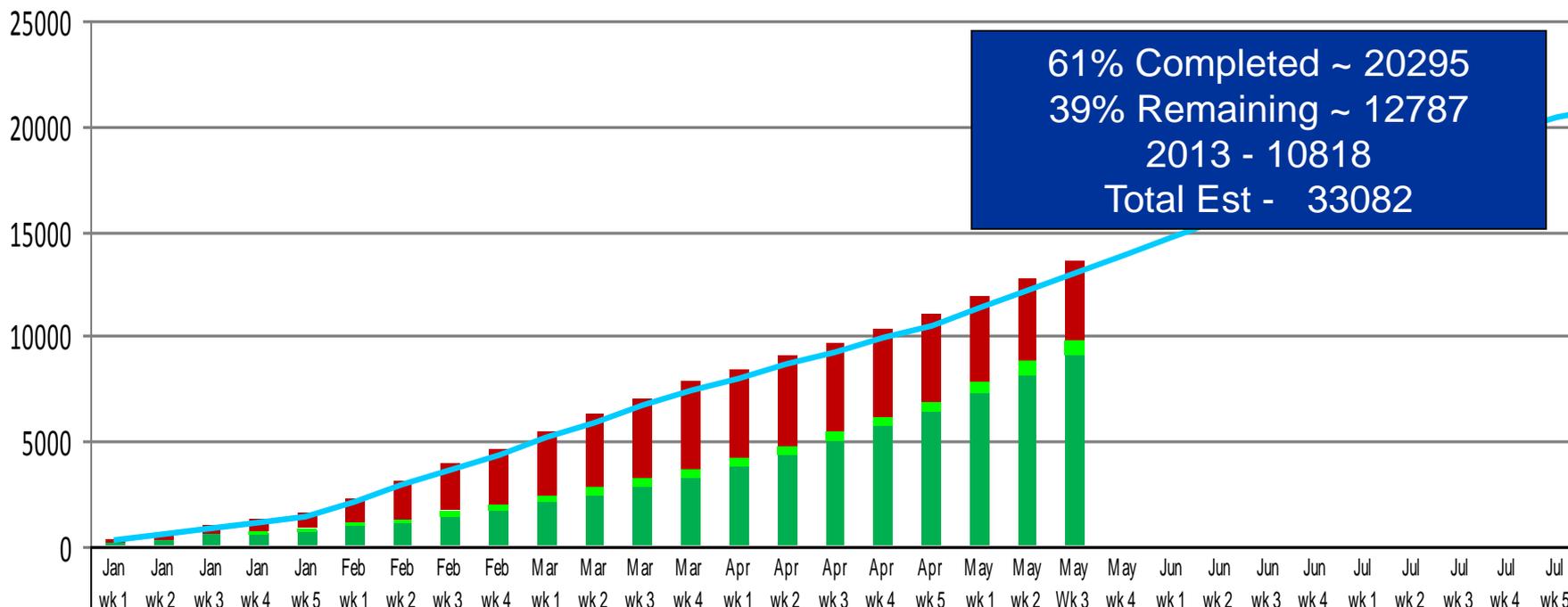
**Email Migrations Enterprise Actual vs. Plan
Week Ending May 25, 2014**



****PCR Pending for DBHDD– Move baseline to 4760
PCR Pending for DPH – Move baseline to 5946**

Windows 7 Rollout – Enterprise Plan vs. Actual

Aggregate Win 7 Against Plan Week Ending May 25, 2014



	Jan wk 1	Jan wk 2	Jan wk 3	Jan wk 4	Jan wk 5	Feb wk 1	Feb wk 2	Feb wk 3	Feb wk 4	Mar wk 1	Mar wk 2	Mar wk 3	Mar wk 4	Apr wk 1	Apr wk 2	Apr wk 3	Apr wk 4	Apr wk 5	May wk 1	May wk 2	May Wk 3	May wk 4	Jun wk 1	Jun wk 2	Jun wk 3	Jun wk 4	Jul wk 1	Jul wk 2	Jul wk 3	Jul wk 4	Jul wk 5	
Variance	189	268	340	492	669	1,201	1,806	2,257	2,723	3,109	3,461	3,812	4,197	4,291	4,304	4,251	4,179	4,103	4,002	3,988	3,852											
Refresh	11	41	70	86	116	147	166	217	266	298	336	379	401	416	424	444	466	483	540	579	609											
W7Team+B/F	91	292	500	628	731	948	1092	1390	1673	2037	2435	2834	3199	3724	4330	5002	5693	6388	7317	8159	9123											

Transformation - Governance

Changes in program governance are providing anticipated results:

- War Room Issues Management is central to new approach
 - Notification to senior management now more crisp and concise
 - Agency involvement increasing as issues are identified.
 - Mantra: Escalate early and often
 - Driving the War Room concept into project team level activities
- GTA agency liaison project managers – Candidates have been interviewed, selected and notified; two reported to work on May 27

Transformation Risk Review

Initial Risks

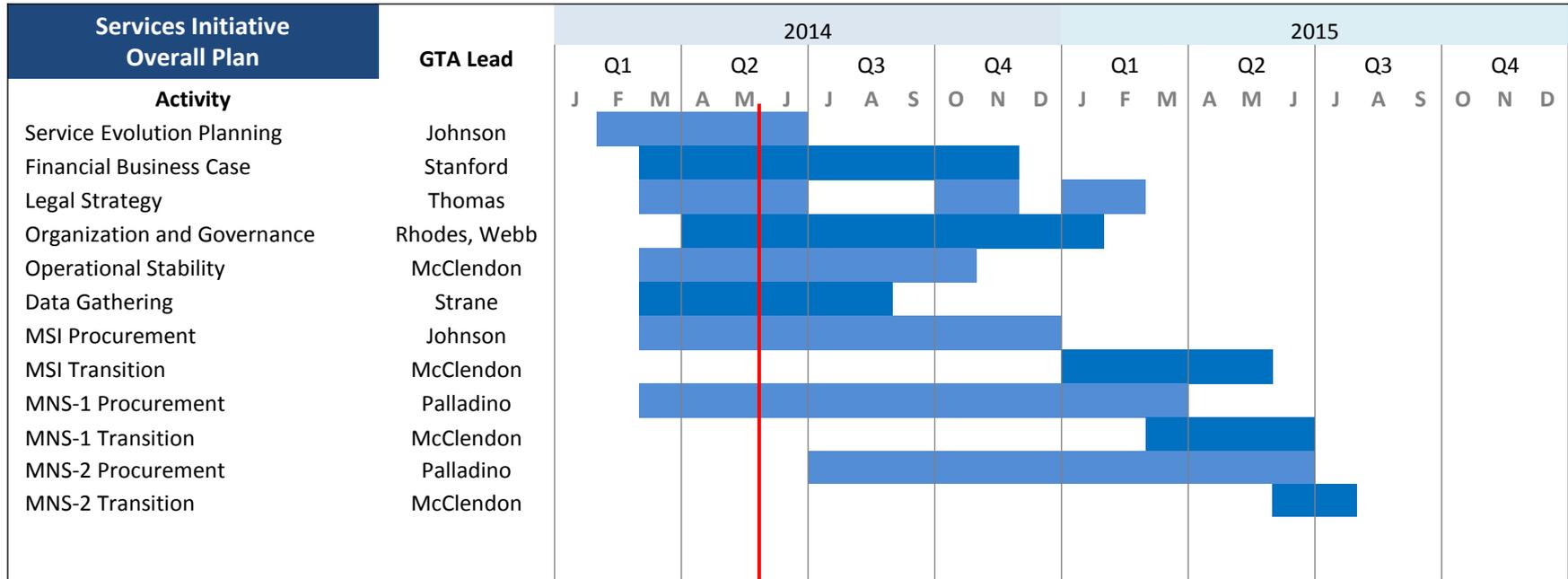
1. Resource utilization / skillset availability, particularly if projects are extended
2. Conflicting agency priorities
3. “Churn” caused by activities related to MSI projects affecting current vendors

Actions

1. Instituted weekly “Business Council” meetings for agencies experiencing delays, to include agency senior leadership and gain their buy-in
2. Added additional resources of all types to the agency SCON project teams
3. Must determine true availability of resources across the board on all sides for Phase II activity
4. Must agree with agencies on mechanism to both identify and escalate issues impacting project completion

Questions about Transformation

Services Integration Initiative (SII)



- SII program is on track
- RFQC vendor selections made: Capgemini, HP, SAIC
- Financial business case: refining the model assumptions, moving to version 1.0
- Organization planning is in progress; sessions with agencies in 3Q14
- MSI RFP to be released the week of June 2
- Many sessions with agencies to refine RFP content; great progress

Milestones Achieved to Date

- ✓ MSI RFQC vendors qualified; Capgemini, HP and SAIC – May 5
- ✓ Held incumbent executive session – Positive outcomes
- ✓ Second data request provided to IBM; detailed data for RFP/data room – May 12
- ✓ MSI Contract/MSA in final development stage – May 30
- ✓ MSI RFP sessions with agencies held the past two weeks – great participation and input
- ✓ Sessions with selected MSI candidates held week of May 19
- ✓ Contact Center RFQC proposals received and vendors selected
- ✓ MNS RFQC released on May 1

Upcoming Milestones

- MSI RFP to be released week of June 2
- MSI MSA in final stages of development week of June 2
- MNS RFP drafting, May 27 – June 5
- MNS prospective service providers' RFQC response due May 29
- MNS RFQC evaluation period, May 30 – June 19
- MNS RFQC selection, June 23

SII Risk Review

Key Initial Risks

1. Optimal schedules tied to MNS contract
2. Resource utilization / skillsets availability
3. Agencies' continued involvement

Actions

1. Engaged industry experts
2. Increased oversight
3. Developed communications plan
4. Focusing on planning and coordination
5. Leveraging decision matrix for risk
6. Involving agencies early in decision making

Questions

Enterprise Governance and Planning

Tom Fruman
Director

Georgia Enterprise IT Strategic Plan 2020

The plan outlines the future for IT for the state of Georgia:

- Aims to provide direction, provoke thought and assist technology and business leaders in making informed technology decisions for their agencies
- Establishes focus areas and goals for the state's IT enterprise over the next six years

Executive Session:

The State's Information Security Program

Closing and Adjournment

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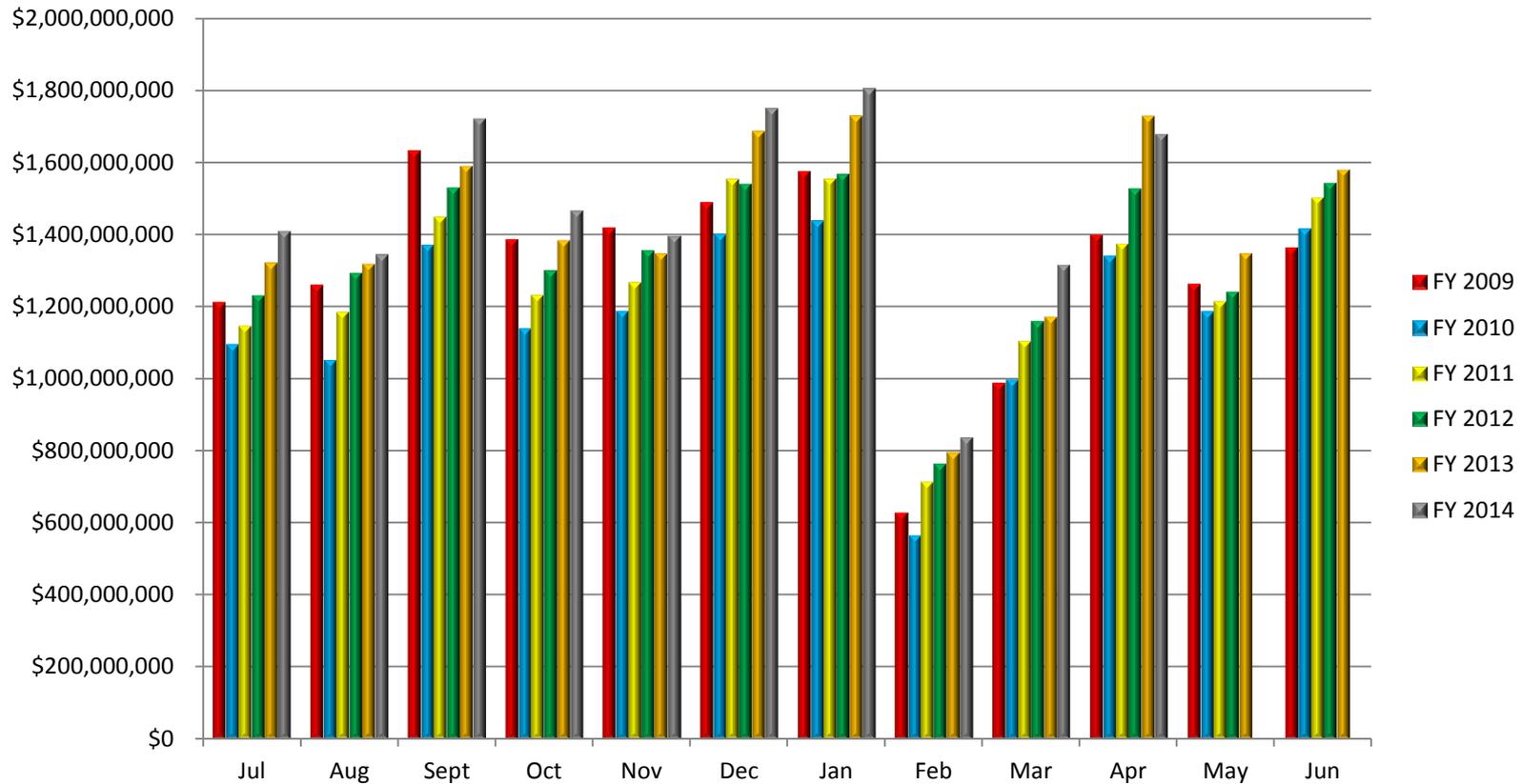
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Appendix

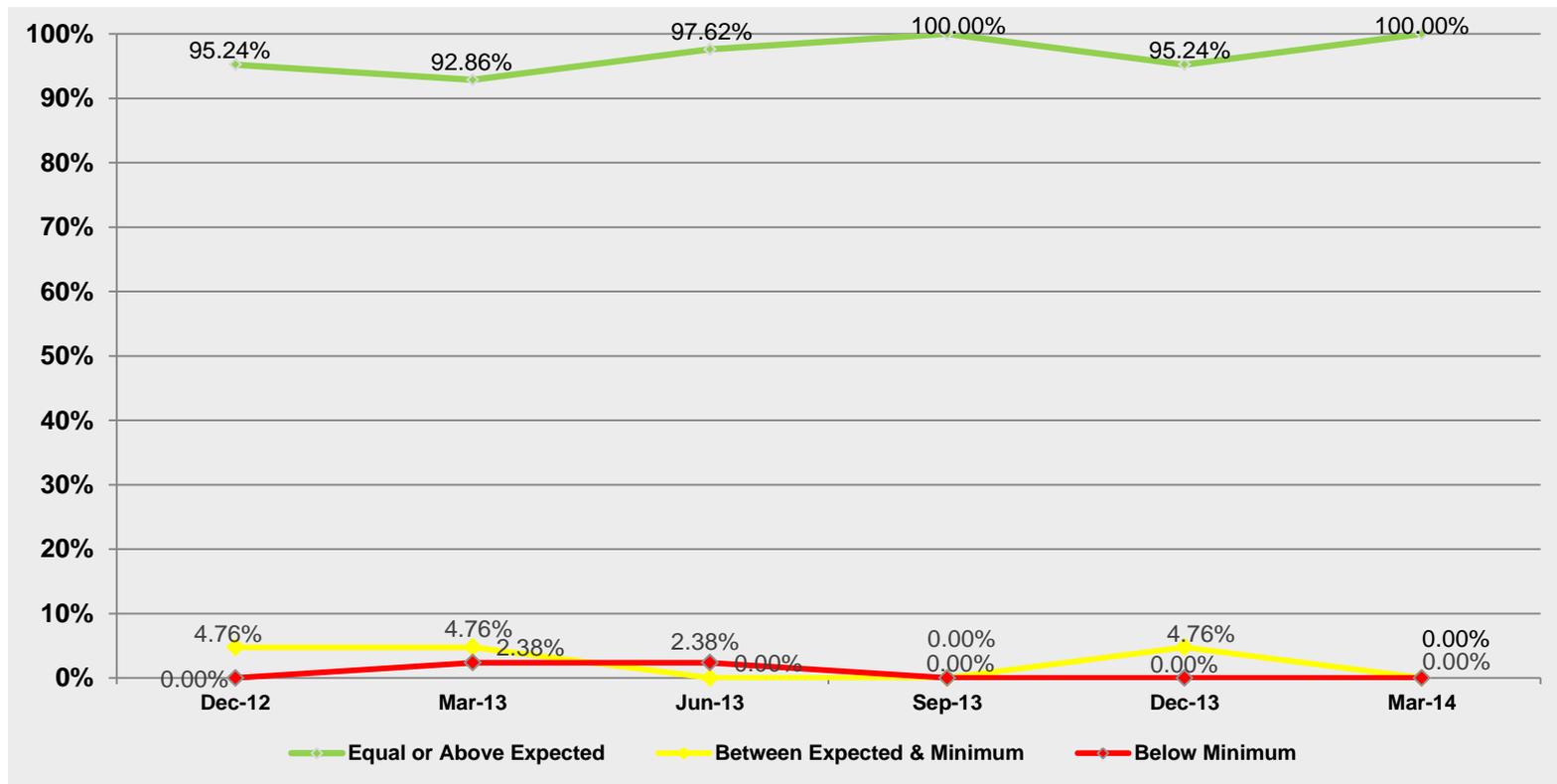
State Revenues: FY 2009 to FY 2014



Revenues were 4.7% higher through April than the prior fiscal year

SLAs Quarterly Performance Trend

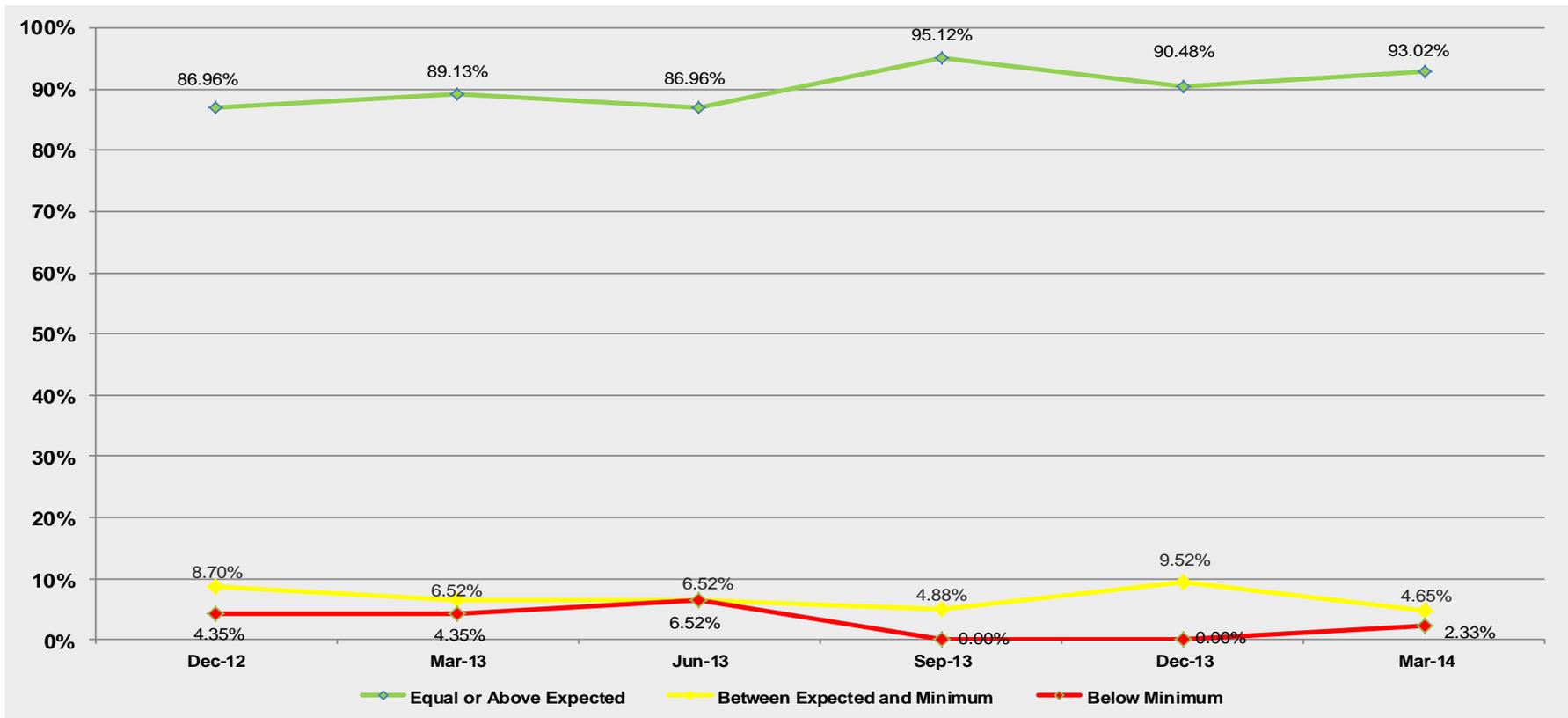
Managed Network Services



Note: These are quarterly percentages.

SLAs Quarterly Performance Trend

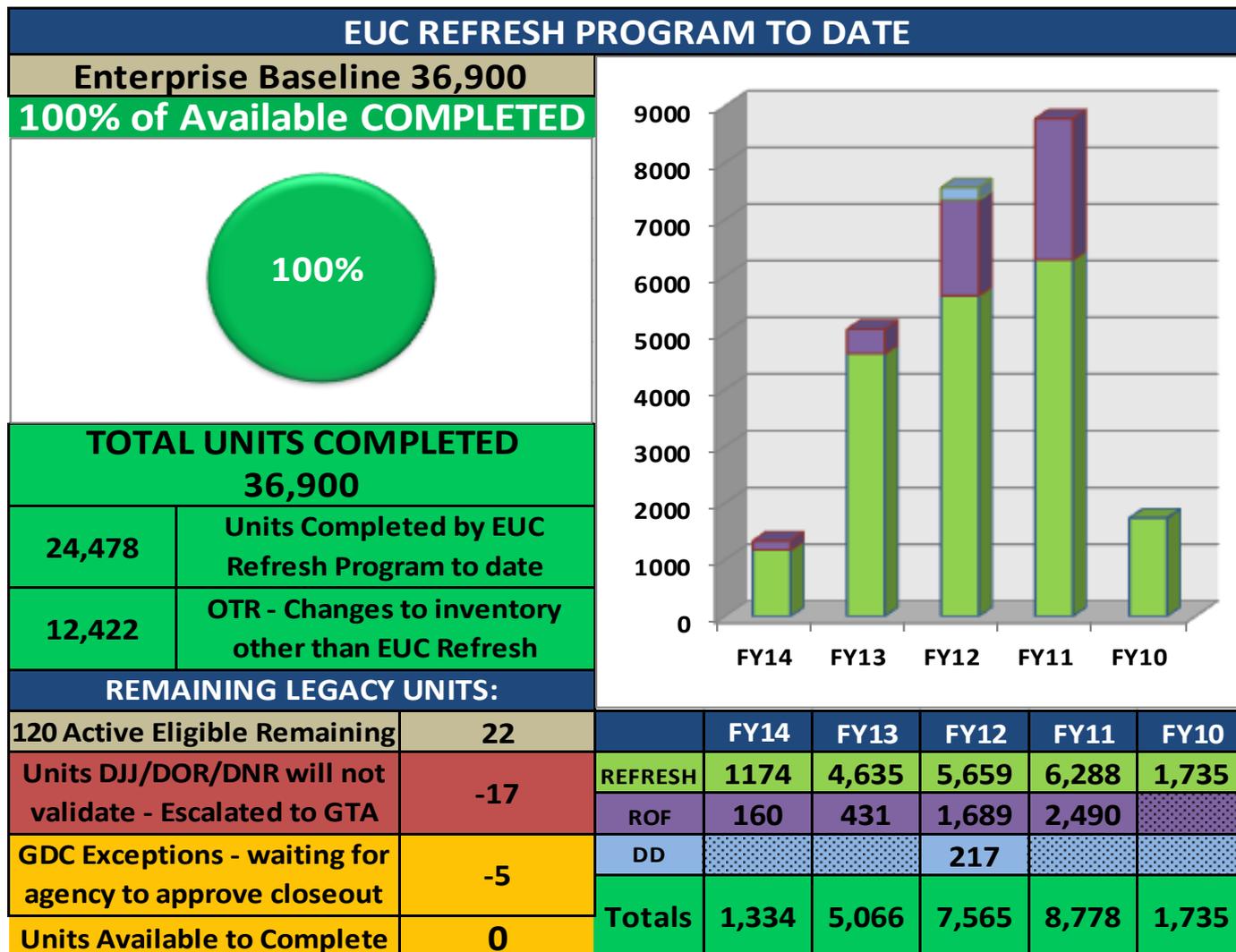
IT Infrastructure Services



Note: These are quarterly percentages.

EUC Refresh Program

Week ending April 17, 2014



This program is currently in final close-out, with some units being validated for refresh.

Upcoming Milestones

- Complete Email Migration for DBHDD (Behavioral Health) and DPH (Public Health) – May 31/early June
- Finalize SCON Phase II End-to-End Plans – June 30 (new date based on some agency priorities)
- Acceleration of SCON Phase II implementation with rollout of 12 servers for GTA – June 30
- Complete SCON Phase 1 production cut-over for GBI – August 12 (note: former date was June 16)
- Continue File Services Migrations for DHS (Human Services)

Infrastructure Transformation – Summary

Program Continuous Improvement Steps to Meet Program Goal

- **Windows 7:** Daily War Room Issues Management Process Extended to Windows 7 Program:
 - Resulted in improved target migrations to completed migrations ratio; April completion rate was 95.4% of target, while May is projected at 100%
 - Met DHS Commissioner’s request to complete Windows 7 migrations for six key sites by April 21, 2014; agreed to target to complete DHS region sites by August 4, 2014
- **Server Consolidation Program: Phase 1**
 - Agreed to UAT status reporting template; migration lessons learned from DCH applied to pending migrations; agency resources that completed the DNR migration consulting with agencies pending migration
 - Key service provider project resources co-located with the agency project resources – direct/timely communication among key project personnel

Infrastructure Transformation – Summary

Program Continuous Improvement Steps to Meet Program Goal

- **Server Consolidation Program: Phase 2**
 - Agreed to improved migration date of June 30, 2014 (accelerating from 1st quarter 2015) for 12 servers – GTA SharePoint
 - Agreed to reprioritized application migration plan for DHS (Human Services) to accommodate their business needs

Infrastructure Transformation

Program Continuous Improvement Steps to Meet Program Goal

- **Email Migration:**

- Agreed to expedited email migration approach for the two remaining agencies (DPH and DBHDD)
 - On track to complete migrations in June 2014 – represents a minimum two-month time line improvement to migrate end users to Exchange
- Process enhancements to ensure success of migrations
 - Pre-migration: cloud-based training session.
 - Post-migration: real-time issue resolution via an open support line for users with usage questions, issues resulting from migration

- **File Services Migration:**

- Added staff to create multiple teams working in parallel to execute migrations
- Process enhancements to ensure success of migrations
 - Pre-migration: data staging and verification prior to cut to production
 - Post-migration: real-time issue resolution via an open support line for users with usage questions, issues resulting from the migration

- **Metrics Reporting:**

- Being provided for Windows 7 and being developed and reviewed for the other program areas